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COMPENSATION PROGRAM

Victim Compensation CONNECTION

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Victim Compensation & Government Claims Board
Helping California Crime Victims Since 1965

Julie Nauman
Executive Officer



Looking Ahead

FROM THE DESK OF JULIE NAUMAN, EXECUTIVE OFFICER

In my first report to you as Executive Officer of the Victim Compensation and Government Claims Board, I have some important updates to share.

During the past fiscal year ending on June 30, our data indicates that we are achieving success in our efforts to increase the public's awareness of the benefits available from the Victim Compensation Program (VCP) to victims of violent crime. The program received nearly 54,000 claim applications, which is an increase of 10 percent over the number of applications received the prior year. Additionally, VCP compensation payments increased nearly 10 percent to just over \$82 million. We believe that these successes are the result of expanded awareness efforts, CaRES' capabilities, and especially the hard work of program and Victim-Witness Assistance staff statewide.

The CaRES claims management system has successfully replaced the prior mainframe system. Important new features are being added to CaRES, such as Criminal Disposition Tracking. We are refining new business processes and adding new, exciting features to CaRES to make it even more efficient.

The summer months have proven to be busy and productive, and as we look ahead, there are many opportunities to demonstrate our support for victims. In September, California will be the host state for the National Association of Crime Victim Compensation Boards annual conference in San Diego. We will also mark the seventh anniversary of the September 11 attacks and the National Day of Remembrance for Murder Victims on September 25.

In an effort to ensure clarity and consistency in our operations, the VCP is currently reviewing program regulations and will soon seek feedback from stakeholders on potential revisions.

Implementation of our strategic plan continues with the recent completion of our action strategies. These are the specific activities and program improvements that will guide our work over the next 12 months.

It takes a network of agencies and organizations to maintain a safety net for victims. I look forward to getting to know our many partners in this endeavor and am honored to work with you in serving California's crime victims.

Criminal Disposition Tracking Debuts

FLEXIBLE TECHNOLOGY SUPPORTS RESTITUTION RECOVERY

The benefits and capabilities of CaRES, the new web-based claims processing system for the Victim Compensation Program (VCP), are becoming available to restitution and revenue recovery professionals statewide. The Criminal Disposition Tracking System (CDTS) is rolling out.

“The Restitution team is excited about CDTS going live,” said Chris Lackey, manager of the Restitution Recovery Section. “We’ve dedicated significant time, thought and care to this project and we are anxious to work with our partners to grow it into a robust restitution resource. It’s custom-tailored to the needs of our CRC specialists.”

Through 25 Criminal Restitution Compacts (CRC) with counties and other partnerships, the Victim Compensation

and Government Claims Board facilitates the imposition of restitution orders against criminal offenders. Restitution specialists will use CDTS to track crime victim compensation claims and corresponding criminal cases, to ensure restitution orders are complete and timely.



With access to CaRES, each CDTS user has four main resources:

- (1) Victim Compensation Program Application Notification;
- (2) Criminal Case Activity;
- (3) Tickler Follow-Up, and;
- (4) Post Disposition Follow-Up.

The Post-Disposition feature includes the capability for cases that have been closed to automatically refresh, if additional Victim Compensation bills are paid or a certain dollar amount of payments is reached. This allows restitution specialists to amend restitution orders.

Specialists from throughout the state have already received CDTS training at VCP headquarters in Sacramento. CDTS will help them make the connection between what’s happening on the Victim Compensation claim side and what’s happening on the criminal restitution side. That’s a bridge that will lead to enhanced imposition of restitution orders.

The bottom line to CDTS is seeing justice done, with victims achieving their right to restitution.

Good Samaritan Program Helps Heroes



Another resource provided by the VCGCB is the Good Samaritan Program.

Good Samaritans are those who have suffered an injury or loss as a result of efforts to prevent

a crime, apprehend a criminal or rescue a person in immediate danger of injury or death. For the courageous person who selflessly responds to the needs of others, the Good Samaritan Program can provide assistance with recovering from injuries or other damages related to the heroic act.

The Good Samaritan Program shares some similarities with the Victim Compensation Program (VCP), but has unique features.

For one, awards are not limited to instances of violent crime, but can involve accidents or natural disasters. Eligibility does not require that the heroic deed be successful. If qualified, the Good Samaritan can receive reimbursement for property damage, in addition to healthcare treatment, wage loss, and other benefits similar to what’s covered by the VCP, up to \$10,000.

The Board has published an informational pamphlet about the program that can be provided to Good Samaritans and emergency responders.

For more information on eligibility requirements for the Good Samaritan Program or to request the pamphlet, call the Victim Compensation Program at (800) 777-9229 or download the pamphlet at www.victimcompensation.ca.gov.

California to Co-host National Crime Victim Compensation Conference

nacvcb National Association of
Crime Victim Compensation Boards

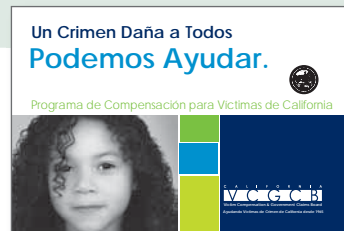
The Victim Compensation and Government Claims Board is busily preparing to co-host the National Training Conference of the National Association of Crime Victim Compensation Boards (NACVCB). The conference will be held September 8-12 in San Diego.

Staff from the Board and national association have been working to prepare an enriching agenda of workshops, panel discussions, presentations and educational opportunities for compensation professionals from across the United States.

The annual conference is unique in its focus on the concerns of crime victim compensation programs. It typically attracts professionals from every state compensation program. Attendees will include program managers, claims processors and Board members.

As the host state, we look forward to sharing our program experience and learning from all other states in attendance.

Need to Reach Spanish-Speaking Victims of Violent Crime?



'Podemos Ayudar'

In Spanish, “podemos ayudar” translates to “we can help.” It’s the key phrase in the Victim Compensation Program (VCP) public awareness campaign slogan. But it also signifies the program’s ongoing dedication to overcoming language barriers to reach victims in local communities.

Four new resources for reaching and assisting victims of violent crime are now available in Spanish-language versions:

- The program’s new poster is available in Spanish. Designed to catch the eye of individuals who may not be aware the state provides compensation to victims, the “Podemos Ayudar” poster can be displayed at Victim-Witness Assistance Centers, victim-service organization offices, hospitals, law enforcement agencies and other locations.
- For more detailed information on the program, Spanish-speakers can review the full-color VCP “Podemos Ayudar” brochure. The brochure is available online in electronic format.
- To help first-responders such as law enforcement officers, paramedics, advocates and others easily provide basic information on the VCP to victims in the field, the program offers a business-card-size VCP information card in both English and Spanish versions.
- The information sheet “Relocation, Housing and Shelter Resources for Victims of Domestic Violence and Other Violent Crimes” is now available in Spanish. It can be found in the “Publications” section of the VCP website, along with other Spanish publications.

The Board has translated publications into additional languages and will continue to work with its county partners to reach California’s diverse local communities. The Board is surveying the Joint Powers and Victim Assistance centers to assess resources available for non-English speaking persons and the need for materials in additional languages.

To request free publications, use the “Materials Request Form” available in the “Publications” section of www.victimcompensation.ca.gov.



We Will Always Remember

The California Victim Compensation and Government Claims Board will join the nation in marking the 7th anniversary of the September 11 attacks. As we remember the tragic events that took place on September 11, 2001, we are reminded of the many efforts underway to create permanent memorials at the Pentagon, in New York City, in Pennsylvania and in California to honor and remember those heroes who lost their lives seven years ago. It

is such a significant statement of hope for the future that all of the victims of September 11th are being forever honored through these monuments of remembrance throughout our country.

A very unique and powerful memorial was recently dedicated in Santa Ana, California. On July 18, 2008, a new electrical line was dedicated to Lisa Frost, a young woman who grew up in Southern California and died on United Flight 175. Lisa had just graduated from Boston University and

was about to begin her new career in San Francisco. The Lisa Anne 12K Volt Line now lights up the sky. The line will provide energy to about 1500 customers of Southern California Edison. As one company employee stated, "Lisa is going to be lighting Santa Ana."

Another compelling memorial was created by the Betty Ann Ong Foundation to honor the memory of flight attendant Betty Ong, who was on board American Airlines flight 11. This foundation recently facilitated a diet and fitness project for 150 at-risk youths (ages 8-17) from low-income families. The project promotes healthy lifestyles with a focus on encouraging kids to incorporate a healthy and balanced diet and daily fitness activities. Betty had a great love for working with children. Her family indicates that Betty's memory will live through the Foundation's work for the advocacy of children and by recognizing heroic flight attendants who continue to work hard to keep passengers safe in the aftermath of September 11th.

In memory of those who perished on September 11th, of those who survived and of those who assisted with the recovery, the California State Capitol flag will be flown at half-staff on the anniversary.

A Day to Honor and Remember Murder Victims

The National Day of Remembrance for Murder Victims will be observed on September 25, 2008. This day is an opportunity to honor the memory of murder victims and recognize the impact violent crime has on victims, surviving family members and loved ones.

Founded in 1978 by Robert and Charlotte Hullinger after their 19-year-old daughter, Lisa, was murdered, the Day of Remembrance began as a memorial to Lisa on the anniversary of her death.

The Hullingers devoted their lives to advocating on behalf of victims and the observance grew. The first national observance was held in 2007.

In 2006, more than 17,000 people were homicide victims in the United States. Though the violent crime rate in California is down significantly since a peak in the early 90s, there were still 2,483 homicide victims in California in 2006. During the past fiscal year, the Victim Compensation

Program paid nearly \$14.2 million toward funeral expenses for homicide victims.

Remembering victims on this day shows our support for the family members and loved ones as they focus on healing. This day of remembrance also underscores the importance of those who support and provide services to victims.

Please join us in observing the National Day of Remembrance for Murder Victims.